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CONFIRMATION NO. 4771

<b>SERIAL NUMBER</b> 10/632,615	<b>FILING OR 371(c) DATE</b> 07/31/2003 <b>RULE</b>	<b>CLASS</b> 370	<b>GROUP ART UNIT</b> 2616	<b>ATTORNEY DOCKET NO.</b> NUASI-00101
<b>APPLICANTS</b> Carl Schoeneberger, Dallas, TX; Justin Broughton, Alameda, CA; Michael P. Dimitroff, Sunnyvale, CA; Kevin McPartlan, Saratoga, CA; Charles Hymes, Pacifica, CA; Chandra Pisupati, Mountain View, CA;				
<b>** CONTINUING DATA *****</b> This appln claims benefit of 60/404,076 08/16/2002 and claims benefit of 60/435,974 12/20/2002				
<b>** FOREIGN APPLICATIONS *****</b>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED** SMALL ENTITY **</b> <b>** 04/10/2004</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged <u>                    </u> Examiner's Signature <u>                    </u> Initials		<b>STATE OR COUNTRY</b> TX	<b>SHEETS DRAWING</b> 38	<b>TOTAL CLAIMS</b> 92
<b>INDEPENDENT CLAIMS</b> 3				
<b>ADDRESS</b> 29053				
<b>TITLE</b> Contact center architecture				
<b>FILING FEE RECEIVED</b> 1023	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	